

## **THSC Grievance Policy**

### **Objective-**

Feedback and suggestion are always welcome and results in betterment of processes. To ensure resolution to all queries raised without delay, we at THSC strive to resolve all grievances of external stake holders within a stipulated time frame.

### **The policy broadly strives to ensure that-**

1. To provide stakeholders an opportunity to communicate their Queries and grievances.
2. Assimilation of queries and Grievance for improving on service quality.
3. Allow stakeholders to share their experience with us.
4. Aim to make better stakeholders servicing mechanism.
5. Stakeholders to be always treated fairly.
6. Queries raised by stakeholders are dealt with courtesy and on time.

### **Applicability-**

This policy is applicable to all Training Partners, Assessment agencies and State Skill Departments.

### **Salient features of the policy:**

1. All Queries will be registered through email / any other written form.
2. All Queries shall be monitored and marked as closed only after giving reply/resolution to the Stakeholder grievance.
3. Improve processes and systems towards better Stakeholder experience by taking cognizance of Stakeholder feedback and Queries.

### **Process-**

Any Grievances arising out of any operational processes, THSC would follow the process laid down as mentioned below-

#### **Escalation Level 1 – First query raised**

**Escalation Level 2 – In case first query won't get resolved within five working days then pls raise your concern to Head of the department as per details below-**

<b>Grievance Matrix</b>				
<b>For Training partners (ToT/Training)</b>	<b>Contact Person</b>	<b>Mail id</b>	<b>Contact number</b>	<b>Extension</b>
Level 1	Vivek Mishra	<a href="mailto:training@thsc.in">training@thsc.in</a>	011-41608056/57	114
Level 2	Sundeep Chhabra	<a href="mailto:sundeep.chhabra@thsc.in">sundeep.chhabra@thsc.in</a>	011-41608056/57	103
<b>Assessment &amp; certification related</b>	<b>Contact Person</b>	<b>Mail id</b>	<b>Contact number</b>	<b>Extension</b>
Level 1	Tameem Alam	<a href="mailto:tameem@thsc.in">tameem@thsc.in</a>	011-41608056/57	117
Level 2	Arun Ujjwal	<a href="mailto:ujjwal.arun@thsc.in">ujjwal.arun@thsc.in</a>	011-41608056/57	104
<b>For Assessment Agency</b>	<b>Contact Person</b>	<b>Mail id</b>	<b>Contact number</b>	<b>Extension</b>
Level 1	Tameem Alam	<a href="mailto:tameem@thsc.in">tameem@thsc.in</a>	011-41608056/57	117
Level 2	Arun Ujjwal	<a href="mailto:ujjwal.arun@thsc.in">ujjwal.arun@thsc.in</a>	011-41608056/57	104
<b>For Finance related</b>	<b>Contact Person</b>	<b>Mail id</b>	<b>Contact number</b>	<b>Extension</b>
Level 1	Surajit De	<a href="mailto:surajit.de@thsc.in">surajit.de@thsc.in</a>	011-41608056/57	111
Level 2	Nishant Sharma	<a href="mailto:nishant.sharma@thsc.in">nishant.sharma@thsc.in</a>	011-41608056/57	109